ABSTRACT

Researcher: Kenneth James Cunningham

Title: Descriptive Study Analyzing Discrepancies in a Software Development
                Project Change Request (CR) Assessment Process and Recommendations
                for Process Improvements

Institution: Embry-Riddle Aeronautical University

Degree: Master of Science in Technical Management

Year: 2002

The Change Request (CR) assessment process is essential in the display development
cycle. The assessment process is performed to ensure that the changes stated in the
description of the CR match the changes in the actual display requirements. If a
discrepancy is found between the CR and the requirements, the CR must be returned to
the originator for corrections. Data will be gathered from each of the developers to
determine the type of discrepancies and the amount of time spent assessing each CR.
This study will determine the most common types of discrepancies and the amount of
time spent assessing those issues. The results of the study will provide a foundation for
future improvements as well as a baseline for future studies.